



Enter and View Report

Banwell Surgery
25th April 2018



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Details of the Visit

Location

Westfield Crescent, Banwell BS29 6AD

Date and Time of Visit

25th April 2018, 9am - 10am

Enter and View Representative

Gill Auden

Registered Provider

Winscombe and Banwell Family Practice

Type of Service

GP Surgery

Specialisms

N/A

Manager

Jose Tarnowski

Acknowledgements

The Healthwatch North Somerset Authorised Enter and View Representative wishes to thank Banwell Surgery and in particular the staff and patients at Banwell Surgery.

Purpose of the Visit

Healthwatch North Somerset is carrying out a series of visits to GP Practices in North Somerset to ascertain the experience and opinions of local patients.

Banwell Surgery was selected as part of our series of North Somerset GP Enter and Views of GP Practices in North Somerset.

Healthwatch North Somerset made the decision to visit GP Practices in North Somerset to observe the patient experience of using the services. Feedback gathered from local people provides a lot of positive feedback and there are numerous examples of good practice. Access to primary care is a theme frequently identified in the intelligence gathered by Healthwatch North Somerset and Enter and View visits allow observation of the patient environment.

The purpose of this Enter and View visit was aimed at outlining what was observed and recognising, highlighting and sharing of good practice and making any suitable suggestions for improvement to the service concerned.

The report may also make recommendations for commissioners, regulators or for Healthwatch North Somerset to explore particular issues in more detail. Unless stated otherwise, Enter and View visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification.

This report relates only to this specific visit and feedback received directly by Healthwatch North Somerset during the hour of the Enter and View visit. It is not Representative of all service users, only those who contributed within the restricted time available, through interviews or other feedback.

Description of the Service

Winscombe and Banwell Family Practice has two surgeries - Winscombe and Banwell. There are approximately 9,000 patients.

Banwell Surgery opens from 08:30am-6:00pm Monday to Friday.

Planning for the visit

The visit was an announced visit with Banwell Surgery Practice Manager being given two weeks' notice. We sent a confirmation of visit letter, a Practice Manager questionnaire, posters and leaflets to the Surgery to inform patients, relatives, carers and staff about the Enter and View visit and about the role of Healthwatch North Somerset. The Enter and View visit was planned at 9am to observe the Surgery during a busy period of their day. As part of the planning the Enter and View Representative did some background research - online and out of hours.

How was the Visit Conducted?

One Enter and View Representative carried out the visit. The Representative met with the Practice Manager at the end of the visit.

The Enter and View Representative observed the condition of the premises and the interaction between the staff and patients.

The Enter and View Representative was approached by one patient but did not talk to any staff other than the Practice Manager during the visit. The information and evidence detailed in this report is collated from speaking to the Practice Manager, one patient's views and the Enter and View Representative's own observations.

The Enter and View Representative sought background information and reviewed the website to note the information available to patients and made a call out of hours to note the recorded information given to patients.

How were findings recorded?

Comments and quotes were recorded by the Enter and View Representative whilst observing the Practice and engaging with the Practice Manager. Observation and prompt record templates were used to make notes, these were typed up after the visit by the Enter and View Representative. The report was compiled and written based on the notes and records of the visit.

Communication with the Manager

The Enter and View Representative met with the Practice Manager immediately after the Enter and View visit. The Practice Manager provided written responses for the three prompt questions, which are used to establish instances of good practice, evidence change occurring because of patient feedback and identify potential improvements. The three prompt questions and responses are recorded below.

Q1. Are there any examples of good practice that you would wish to share with the rest of the primary care community?

We are still small enough at each surgery to be able to call patients through on a personal basis, rather than an automatic 'call board' or TV screen such as one sees in many Practices. We feel this gives a more personal touch and patients value this.

Q2. Do you have any examples of how the Practice made changes following feedback from patients?

- 1) Music (soft) playing in waiting room to protect confidentiality
- 2) Replacement of Reception metal sliding windows at Banwell to reduce irksome scraping noise
- 3) Replacement of Reception wooden screens at Winscombe Reception to feel more 'welcoming' for patients (and better sight lines)
- 4) Hook provided behind doors in patient toilets

Q3. From the Practice perspective, are there any changes or recommendations you would make to improve access to services at the Practice for patients?

We need to re-organise the car park at Winscombe to make better use of the space available and provide a better location for the Disabled spaces.

Observations and Findings

The Enter and View Representative observed the following:

External Building Condition

- Banwell surgery is a converted and extended bungalow, located next to the Community Centre and opposite the Recreation Ground. There is plenty of parking on the Community Centre car park outside the building. There are facilities to secure a cycle at the front of the building. The access is via level paths with easy entry to the building.
- There is a sign displaying opening hours and the out of hours' number 111.
- There is also an independent Pharmacy attached to the surgery.

Internal Decoration, Cleanliness and Furnishings

- The internal décor was clean and tidy, and the waiting room appeared to have been recently decorated.
- The waiting room was light and had good natural light.

Outside Banwell Surgery

- The surgery is a converted bungalow situated at the back of the Community Centre car park.
- There is plenty of parking within the Community Centre car park.
- There are disabled parking spaces but they are nearer the Community Centre entrance than the GP Practice.
- A bus stop was located approximately 200 yards from the building on the main road.

Access to Banwell Surgery

- There is clear signage for the building to the front, once in the car park.
- The building is easily accessed by wheelchairs and pushchairs via a level path.
- The two doors to access the building are not automated; a sign offering assistance was not observed.

Reception Area

- The reception area has glass screens which remain closed (for confidentiality) unless someone wants to speak to a receptionist (the vast majority of patients seen used the electronic check in).
- There was one receptionist on duty who was wearing a name badge.
- Some of the conversation at reception could be heard in the waiting area.
- There was not a queue at reception.
- All the staff observed were approachable and friendly.
- There is an electronic check in between the reception and the waiting room with sanitising hand gel on the adjacent wall. The check in has language options on it.

- The toilet was situated between the two entrance doors and was clean, tidy and suitable for disabled users, however there are no baby changing facilities observed.
- Translation services are available through reception.

Waiting Room

- The waiting room was light and airy.
- There was no water dispenser, as staff felt this could become a slip hazard, and whilst there were no signs that told patients, they could ask for water from reception.
- There was plenty of seating available. The seating was around the room and in lines. The seats were plastic covered; none of the chairs had arm rests nor were there any higher than normal to assist those with limited ability.
- There was room to move around the chairs with a wheelchair or pushchair.
- The floor in the waiting room was covered in linoleum and this appeared to be clean and in good order.
- Patients were called by the person they were seeing.
- There was background music, although at times it seemed quiet.
- Waiting times were not observed, however reception staff would let the patients know if there were significant delays.
- Patients didn't appear to wait long for their appointments during the observation time.
- Conversations in the reception area could be heard in the waiting room.
- The practice Mission Statement was not observed.
- There are hearing loop signs.
- Signs to the toilets are visible.
- There was a blood pressure machine in the corner of the waiting room for patients to use.
- The reception area was clean and tidy.

Information Boards/Leaflets

- There was plenty of information available on numerous boards in the waiting area and reception.
- The information was relevant and up to date.
- The PPG was advertised.
- Family and Friends information was visible.
- Healthwatch North Somerset information was not displayed other than the Enter and View visit.
- Information about complaints was visible.
- There was a comments box in the waiting area but no "you said we did" information.
- There wasn't a specific carers' notice board but information was available on other boards.

Patient Contact

One patient approached the Enter and View Representative and whilst they did not want to fill in a questionnaire they were happy to talk: Banwell Surgery was very friendly and helpful and you could always get an appointment when you needed to. The patient knew about the Patient Participation Group, but did not want to be involved in it. Overall very satisfied with Banwell Surgery.

Communication with the Practice Manager at End of Visit

At the end of the Enter and View visit the Representative met with the Practice Manager to clarify any issues that were unclear. Responses to queries raised are below.

- A notice board with names and photos of all staff is not available to ensure for staff safety.
- The Practice Manager was not sure what could be done about waiting times being displayed within the waiting room, but was confident that the reception team would let patients know if there was any delay
- The Mission Statement would be displayed within a patient area. The current Statement is out of date and will be revisited in the near future - there are two new doctors joining the Practice in June following the retirement of the Senior Partner and his wife (also a GP) and this might be the time to look at the Statement
- Notice boards would be rearranged to ensure there were 'Carers' and 'You said, We did' boards
- There was no water dispenser, as staff felt this could become a slip hazard, and whilst there were no signs that told patients they could ask for water from reception, the Practice Manager said that it was a small and friendly enough surgery for patients just to ask - which they do.
-

Good Practice

- All staff worked across both sites and patients were able to make appointments in either Practice for a time which suited them
- Clinics were available in the following areas:
 - Warfarin
 - Chronic Disease Management -Diabetes, Asthma, COPD and Heart Disease)
 - Asthma
 - Support to stop smoking
 - NHS Physiotherapy
 - NHS Podiatry
 - Regular Incontinence service
 - Forget-me-Not - Run by the Alzheimer's Society
 - Private Chiropody
 - Counselling
 - Hearing Tests
 - Joint Injections
 - Minor Surgery including removal of ingrowing toe nails
 - Ear Micro-suction
 - Palpitation diagnosis
 - 24 hour Blood Pressure monitoring

Out of Hours

As part of the background research the Enter and View Representative noted the following details when they phoned the surgery out of hours: -

- The surgery name and the opening hours were provided. Details of when to call 111 or 999 were given. It was also mentioned that 111 was free.

Review of the Practice Website

As part of the background research the Enter and View Representative noted the following details when researching the website:

- The Practice website was viewed via a laptop, the full website page was visible.
- The opening hours were displayed.
- The out of hours' phone number was displayed.
- The website provided out of hours' information and is easy to find on the front page, it also stated that calling 111 is free.
- The NHS 111 logo is located at the bottom of the home screen, which directs to the homepage of NHS 111 is clicked onto.
- From the information on the Practice website it is possible to locate information on complaints from the front (Home) page
- The website provided clear guidance and contacts, also an explanation that PALS (Patient Advice and Liaison Service) is there for commissioned services not primary care.
- Information about the Complaints Policy is available on the website from the Home page.
- There is no downloadable patient information leaflet about complaints/concerns, although the website is clear that reception staff will give patients' a copy of the Complaints Policy
- Able to find how to register as a new patient, following the tabs from the home page and from the direct link for the practice introduction.
- The website provides an interactive map relating to the catchment area and outer boundary.
- Unable to find a direct dial number for the Practice Manager.
- Found that the Practice website was very clear and easy to navigate.

Recommendations

Healthwatch regulations stipulate that service providers and commissioners have a duty to respond to local Healthwatch reports and recommendations within 20 working days, in writing, to acknowledge receipt and to explain what action they intend to take; or if they do not intend to take action, they must explain why. (Health and Social Care Act 2012: Addendum to summary report: issues relating to local Healthwatch regulations).

Healthwatch North Somerset recommends the following based on the Enter and View Representative's observations and feedback received by the public in North Somerset.

We believe the following recommendations to be achievable, affordable and evidence based:

- Chairs of differing height and some with arms would assist less able patients.
- Some form of communication from outside the building when patients in wheelchairs are unable to access the two front doors.
- Provision of baby changing facility.
- GPs names available to patients
- There was no Practice Mission Statement on display. The Practice Charter on the website reads well and could easily be printed and put on a Notice Board
- No identified 'Carers' board - although all the information was probably available if patients were prepared to look

- No 'You said, We did' board - this would help patients understand why there was no water available for example

Provider Response

We have received our Enter and View Report and are happy with the content and have noted the recommendations which we will try to accommodate.

- No provider comment

About Healthwatch North Somerset

Healthwatch North Somerset is the local independent voice for health and social care services. We work with local people to improve services for people who live, or access services in North Somerset, gathering local views and experiences and acting on them to make local services better, now and in the future.

Healthwatch North Somerset's statutory function and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

Influencing

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard
- Taking public views to the people who make decisions - including having a Representative on the Health and Wellbeing Board (People and Communities Board in North Somerset)
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC)

Signposting

- Providing information about health and social care services in the local area
- Advising people on where to go for specialist help or information (signposting)
- Helping people make choices and decisions about their care
- Working closely with other groups and organisations in the local area.

Enter and View

To enable Healthwatch North Somerset to gather the information it needs about services, there are times when it is appropriate for Healthwatch North Somerset staff and volunteers to see and hear for themselves how those services are provided. That is why the government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch North Somerset Representatives to enter premises that service providers own or control to observe the nature and quality of those services.

Healthwatch North Somerset Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch North Somerset to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch North Somerset Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they visit. Their role is to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report.

Legislation allows 'Enter and View' activity to be undertaken with regard to the following organisations or persons:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)

- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

Key Benefits of Enter and View

- To encourage, support, recommend and influence service improvement by:
- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents
- Offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences
- Engaging carers and relatives
- Identifying and sharing 'best practice', e.g. activities that work well
- Keeping 'quality of life' matters firmly on the agenda
- Encouraging providers to engage with local Healthwatch as a 'critical friend', outside of formal inspection
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people
- Supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning.

Relevant Legislation

- The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).
- The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013." (28 March 2013).
- The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).
- The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013." (28 March 2013).



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